

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: SOLID WASTE MANAGER**  
**DEPARTMENT: GENERAL SERVICES**  
**REPORTS TO: BUSINESS MANAGER**

**JOB CODE: 2010**  
**DATE: 2/08**

**JOB SUMMARY:**

Monitors vendor compliance with the solid waste collection and disposal contract. The contract includes curbside trash and recycling collection and disposal, collection in the downtown solid waste district, the containerized collection and disposal for condominiums and apartments, and transfer station operations. Manages the closed landfill; manages contracts with consultant engineering firms regarding environmental investigations and reports to regulatory agencies. Supervises the Pay-As-You-Throw bag program; duties including monitoring the distribution of bags to almost twenty vendors, reconciling monthly wire transfers between the City and the vendor, and addressing bag quality issues identified by residents. Coordinates with State of New Hampshire for available grant money to plan and execute a city Hazardous Waste Collection Day.

**ESSENTIAL JOB FUNCTIONS:**

Coordinates and supervises contracts for residential curbside and containerized trash collection services; monitors service delivery, reviews monthly invoices for payment.

Coordinates and supervises the Downtown Solid Waste District contract for containerized solid waste and single stream recycling services; monitor service delivery; review monthly invoices for payment.

Coordinates and supervises the contract for the City's regional solid waste transfer station; prepares annual report to New Hampshire Department of Environmental Services; monitors service delivery; review monthly invoices for payment.

Coordinates and supervises the contract for the City's Soil Vapor Extraction System at the Old Suncook Landfill; reviews monthly reports and invoices.

Coordinates and supervises engineering and maintenance services contracts for the monitoring and management of the City's permanently closed solid waste facilities, reviews and comments on periodic regulatory reports submitted to the New Hampshire Department of Environmental Services' Solid Waste and Water Divisions.

Develops Solid Waste budget.

Monitors and assures Solid Waste budget compliance.

Monitors and maintains relationships with the City's PAYT outlets; conducts annual PAYT bag reconciliation.

Coordinates and supervises the contract for the City's PAYT bag supplier; responds to PAYT bag complaints.

Responds to citizen complaints and follows up as necessary.

Collects, reviews, and analyzes monthly tonnage reports and invoices

Actively participates in developing the Solid Waste financial pro forma.

Calculates and recommends rates and invoice amounts for the Downtown Solid Waste District; maintains database of properties and their assessment values.

Studies and recommends program modifications to divert waste from conventional disposal to recycling options.

Recommends programs to increase yard waste recycling; develops strategic plans for city-wide composting.

Collects, evaluates, and analyzes data for statistical reports, audits, and bids.

Provides staff support to the Solid Waste Advisory Committee and the Downtown Solid Waste Removal District Committee.

Provides educational sessions on items that can be included in the city's recycling curbside and single-stream programs.

Manages the city's Blue Bag Volunteer Program.

Completes program-related reports.

Performs other duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer

General Office Equipment

Multi-line Telephone

Copier

Calculator

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Bachelor degree or equivalent in public relations, public administration, marketing, or business administration, five years of responsible experience in the solid waste or recycling industry, two of which shall be in a supervisory role, or any combination of education, training and experience, which provides the knowledge, skills and abilities, required for the job.

**Licenses and Certifications:** NH Motor Vehicle Operator's License; able to be Solid Waste Operator Grade II certified within six months

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Administrative policies and procedures related to the area of assignment.

Modern office methods, procedures, equipment, business letter writing, e-mail, and standard customer service techniques.

Personal computers and related software, including word processing and spreadsheet development and maintenance and electronic file maintenance software.

Techniques of effective time management.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Accounting principles and practices.

Record keeping, report preparation, filing methods, and electronic filing and records management techniques, including electronic records.

**Skill in:**

Contract negotiation, performance evaluation, and compliance enforcement.

Communicating clearly and effectively with others, orally and in writing.

Dealing courteously and diplomatically with the general public.

Using computers to enter and retrieve information.

Developing and designing electronic spreadsheets and databases.

Operating general office equipment.

Compiling, composing, and maintaining reports.

Understanding and carrying out complex written and oral instructions.

Working under deadlines.

Managing priorities.

Managing several projects simultaneously.

**Mental and Physical Abilities to:**

Handle situations in which others may be angry or argumentative.

Establish and maintain effective working relationships with others.

Attend night meetings or hearings, when required.

Perform duties while intermittently sitting, standing, or stooping.

Occasionally lift light objects.

Distinguish between shades of color.

**Working Conditions:**

Work is performed in an office and outdoors, where the employee may be exposed to cold or inclement weather, noise, dust, dirt, machinery with moving parts, contagious or infectious diseases, and irritating chemicals.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.